



VHA Mission Statement

Honor America's veterans by providing exceptional health care that improves their health and well-being.

VHA Vision Statement

To be a patient centered integrated health care organization for veterans providing excellence in health care, research, and education; an organization where people choose to work; an active community partner and a back-up for National emergencies.

Core Values

- Trust
- Respect
- Excellence
- Compassion
- Commitment

Domains of Value

- Quality
- Access
- Function
- Satisfaction
- Cost Effectiveness
- Healthy Communities

Eight for Excellence

- *Continuously improve the quality and safety of health care for veterans, particularly in those health issues associated with military service.*
- *Provide timely and appropriate access to health care by implementing best practices.*
- *Continuously improve veteran and family satisfaction with VA care by promoting patient-centered care and excellent customer service.*
- *Promote diversity, excellence, and satisfaction in the workforce and foster a culture which encourages innovation.*
- *Promote excellence in business practices through administrative, financial, and clinical efficiencies.*
- *Focus research and development on clinical and system improvements designed to enhance the health and well-being of veterans.*
- *Promote excellence in the education of future health care professionals and enhance VHA partnership with affiliates.*
- *Promote health within the VA, local communities, and the Nation consistent with VA's mission.*